



Smart Processing Update

City Council
July 12, 2016

Smart Processing

- Introduced in 2013 to promote exceptional customer service by ensuring businesses and homeowners have a seamless experience while going through the city's development process

Customer
Focused

Business
Friendly

Enhanced
Access

Increased
Accuracy &
Efficiency

Smart Processing- Success

The City has continually made strides in making Smart Processing a success

- ✓ Installation of Point of Sale system
- ✓ Permit information included on NorfolkAIR
- ✓ Opening of Development Services Center
- ✓ Electronic submittal and review of site and building plans
- ✓ 5-day plan review for all new SFD
- ✓ 10-day plan review for all new commercial



Smart Permitting—Current Status

- Smart Permitting went live - July 5, 2016
 - ✓ Automate building permit and inspections
 - ✓ Request inspections online or on smart phone
 - ✓ Save time and resources

NORFOLKePERMITS

Smart Permitting—Requesting an Inspection



Step 1) Enter your permit number and PIN to find inspections that are available to request.

Permit # (ex. B12-34567) PIN

 AND [Find Inspections](#)



City of Norfolk

Permit Type - Mechanical

Permit Number: M16-XXXX

Pin: IR-XXXXXX

Issued Date: June 29, 2016

Owner of Property: Doe, John

Contractor: City of Norfolk

Use Class: Residential

Work Type: New

Flood Zone:

Square Footage: 2256.0

Lien Agent

Date: June 29, 2016

Property Address: 810 Union Street

Expiration Date: December 26, 2016

Phone:

Phone: (757) 555-1111

Use Type: Commercial

Structure: Building

Zoning District:

Project Cost: \$800.0

Address

Phone

Smart Permitting—Next Steps

- ✓ Code enforcement to transition to system in August 2016
- ✓ Online applications and payment in August 2016
 - 24/7 access - View inspection status and track permits
- ✓ Tracking planning applications in system in Fall 2016
 - Rezoning, special exceptions, ARB, site plan, buildable lot letters, zoning determinations, BZA, wetland board
 - 24/7 access - View planning process status

Planning Process Improvements

- ✓ Recent changes to the special exception process to increase efficiency and become more business-friendly:
 - Eating and Drinking Establishments – no longer require special exception renewals if adding/changing managers
 - New Eating and Drinking Establishments – no longer require a floor plan; capacity based on building code
 - New Entertainment Establishments – no longer need multiple floor plans showing every possible table arrangement; instead areas that must be kept clear for ingress/egress are designated

Planning Process Improvements

- ✓ Development Certificates – no longer required for change of use
- ✓ Downtown Development Certificates – now required only if waivers are requested
- ✓ Items from the City Planning Commission now move automatically onto City Council agendas:
 - Special exceptions move to next Council meeting
 - Zoning text and map amendments move to second Council meeting

Application Process

	CITY PLANNING COMMISSION						
Process	Pre-	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Application Submittal							
Civic League/Neighbor Notification							
Advertisement					X	X	
Public Hearing/Vote							
Staff Review		Review Application		Write Staff Report			

SPECIAL EXCEPTION		
	CITY COUNCIL	
Process	Week 7	Week 8
Application Submittal		
Civic League/Neighbor Notification		
Advertisement		
Public Hearing/Vote		★
Staff Review		

REZONING, TEXT AMENDMENT, ETC				
	CITY COUNCIL			
Process	Week 7	Week 8	Week 9	Week 10
Application Submittal				
Civic League/Neighbor Notification				
Advertisement		X	X	
Public Hearing/Vote				★
Staff Review				

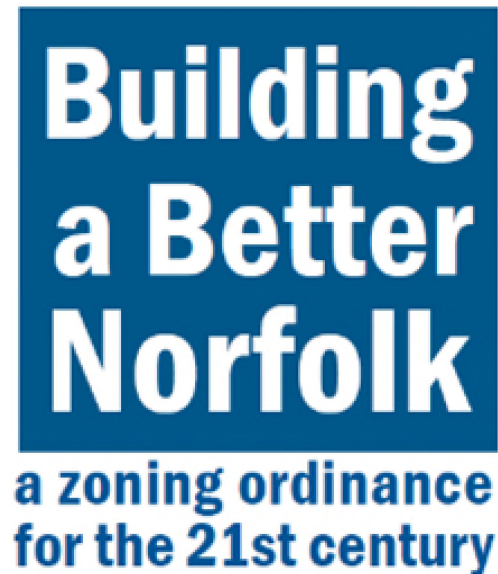
Planning Process Communication

- Created a series of brochures to explain planning processes
- Available on-line and in Planning Department offices
- Contain flow diagrams and text



Planning Process Improvements—Next Steps

- ✓ Zoning Ordinance rewrite
 - User-friendly with graphics, simplified language, flow charts
 - Interactive version online
 - Re-evaluation of all planning processes to simplify and clarify
 - Complete in mid-2017



Planning Process Improvements—Next Steps

- ✓ Potential Rapid Implementation Changes
 - ✓ Car Wash—make by-right use in Suburban Character District
 - ✓ Mixed Uses—make by-right
 - ✓ Bank & Pharmacy Drive-Through—make by-right use in Suburban Character District
 - ✓ Grocery & “Big Box” Retail—allow off-premises ABC sales if limited to 5-10% of total floor area